

City of Chattanooga, TN
Personnel Class Specification

Class code 0145

FLSA: Exempt

CLASSIFICATION TITLE: TELECOMMUNICATIONS MANAGER

PURPOSE OF CLASSIFICATION

The purpose of this classification is to manage the City's telecommunications services, to include coordinating the planning and design of telecommunications systems, the installation and maintenance of telecommunications equipment/services, and the provision of technical support to users.

ESSENTIAL FUNCTIONS

The following duties are normal for this position. These are not to be construed as exclusive or all-inclusive. Other duties may be required and assigned.

Supervises, directs, and evaluates assigned staff, processing employee concerns and problems, directing work, counseling, disciplining, and completing employee performance appraisals; coordinates training activities.

Coordinates daily work activities; organizes, prioritizes, and assigns work; monitors status of work in progress and inspects completed work; consults with assigned staff, assists with complex/problem situations, and provides technical expertise.

Consults with director, technical staff, and other officials to review telecommunications operations/activities, review/resolve problems, receive advice/direction, and provide recommendations.

Coordinates work activities with those of other departments, service providers, or others as needed; collaborates with all departments on telecommunication/data service needs relating to renovation/construction projects.

Oversees and coordinates the planning, design, installation and maintenance of telecommunications services, including local services, long distance service, purchased equipment, leased equipment, equipment installation and maintenance, and relocation of telephone equipment; provides formal strategic plans for all telecommunications projects; develops plans for upgrade of equipment and services.

Compiles bid specifications for equipment and services; advises Purchasing Division on distributing bid requests and requests for proposals to vendors as needed; evaluates bids and proposals.

Oversees installation, programming, moving, repair, maintenance, and operation of

digital/analog telephone/voice and data communications equipment; tests systems and components for proper operations; identifies and analyzes equipment malfunctions, data errors, or potential problems; initiates appropriate action to correct errors, recover data, and obtain maintenance; initiates communication with service representatives and provides information concerning operational and/or mechanical problems.

Oversees user support to diagnose and resolve problems involving telecommunications services; maintains Help Desk to track and resolve telecommunications problems for users; ensures timely resolution of user problems; advises departments and users concerning their communication needs; provides or coordinates training for employees on new/existing telephone systems/equipment.

Conducts/coordinates special telecommunications projects as assigned.

Coordinates internal billing of telecommunications services; maintains records of telecommunication costs for each division of City government and related agencies; prepares/distributes billing statements to charge appropriate costs to each division/agency.

Compiles telephone listings and related information for publication in internal/external telephone directories.

Assists in developing and implementing budget relating to telecommunications services.

Prepares or completes various forms, reports, correspondence, strategic plans, status reports, statistical reports, proposals, presentations, billing statements, bid specifications, requests for proposal, or other documents.

Receives various forms, reports, correspondence, billing/cost data, Help Desk status reports, bids, proposals, spreadsheets, manuals, directories, periodicals, catalogs, reference materials, or other documentation; reviews, completes, processes, forwards or retains as appropriate.

Maintains logs and documentation of system activities, operations, procedures, modifications, maintenance, and other activities.

Operates a computer to enter, retrieve, review or modify data; utilizes word processing, spreadsheet, database, presentation, e-mail, Help Desk/problem management, or other software programs.

Operates a variety of equipment and tools associated with work activities, which may include a utility vehicle, telephone switching equipment, cellular telephone systems, testing instruments, diagnostic instruments, general office equipment, and hand tools.

Communicates with supervisor, employees, other departments, users, vendors, service providers, the public, outside agencies, and other individuals as needed to coordinate work activities, review status of work, exchange information, or resolve problems.

Responds to complaints and questions related to division operations; provides

information, researches problems, and initiates problem resolution.

Attends meetings; serves on committees as needed; makes speeches or presentations.

Maintains a comprehensive, current knowledge of applicable laws/regulations; maintains an awareness of new technologies, products, trends and advances in the profession; reads professional literature; maintains professional affiliations; attends workshops and training sessions as appropriate.

ADDITIONAL FUNCTIONS

Provides assistance to other employees or departments as needed.

Performs other related duties as required

MINIMUM QUALIFICATIONS

Bachelor's degree in Telecommunications, Information Systems, or closely related field; supplemented by three (3) years previous experience and/or training that includes telecommunications operations, system administration, and supervision; or any equivalent combination of education, training, and experience which provides the requisite knowledge, skills, and abilities for this job. Must possess and maintain a valid Tennessee driver's license.

PERFORMANCE APTITUDES

Data Utilization: Requires the ability to coordinate, manage, and/or correlate data. Includes exercising judgment in determining time, place and/or sequence of operations, referencing data analyses to determine necessity for revision of organizational components, and in the formulation of operational strategy.

Human Interaction: Requires the ability to apply principles of persuasion and/or influence over others in a supervisory capacity.

Equipment, Machinery, Tools, and Materials Utilization: Requires the ability to operate and control the actions of equipment, machinery, tools and/or materials requiring complex and rapid adjustments.

Verbal Aptitude: Requires the ability to utilize a wide variety of reference, descriptive, advisory and/or design data and information.

Mathematical Aptitude: Requires the ability to perform addition, subtraction, multiplication and division; ability to calculate decimals and percentages; may include ability to perform mathematical operations with fractions; may include ability to compute discount, interest, profit and loss, ratio and proportion; may include ability to calculate surface areas, volumes, weights, and measures.

Functional Reasoning: Requires the ability to apply principles of influence systems, such as motivation, incentive, and leadership, and to exercise independent judgment to apply facts and principles for developing approaches and techniques to resolve problems.

Situational Reasoning: Requires the ability to exercise judgment, decisiveness and creativity in situations involving evaluation of information against measurable or verifiable criteria.

ADA COMPLIANCE

Physical Ability: Tasks require the ability to exert light physical effort in sedentary to light work, but which may involve some lifting, carrying, pushing and/or pulling of objects and materials of light weight (5-10 pounds). Tasks may involve extended periods of time at a keyboard or work station.

Sensory Requirements: Some tasks require the ability to perceive and discriminate visual cues or signals. Some tasks require the ability to communicate orally.

Environmental Factors: Performance of essential functions may require exposure to adverse environmental conditions, such as dust, odors, machinery, electric currents, or traffic hazards.

Chattanooga, Tennessee, is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the City will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.